# BWC Frequently Asked Questions:

**Q: How do you add BWC video to property in NetRMS?**

**A**: In the property section of NetRMS, select item '1306' BWC video. You only need one property tab for ALL BWC videos. In the quantity section, put the total number of videos associated with the case from ALL deputies involved.

The "Status" for body worn camera video is "Information Only- IO".

At the bottom of the tab under "Entered into P&E" select 'No'. There is not a physical copy entered into evidence. The primary deputy is required to determine if and how many BWCs videos were associated with the case regardless of whether they made a BWC video.

**Q: Do I need to burn a copy of my BWC videos to place into evidence?**

**A**: No, there is not an evidence copy required for BWC video. Stations are required to provide a DA's copy of BWC video to the DA's office in arrest and case submissions.

**Q: Can I pair two cameras to my department iPhone at the same time?**

**A**: No, you must go into the information screen on the Axon View Application and select 'Forget current camera' to forget the camera and pair another camera.

**Q: Does my phone have to be paired to my camera to record BWC videos?**

**A**: No, your camera will record and function completely without being paired to your phone. You need your camera to be paired to the phone to add metadata (event number, last name, and category) and to view your video.

**Q: Do I need to take my BWC when I do overtime at another patrol station?**

**A**: No, there are 'pool' cameras at each station to check out from the Sergeant for overtime use.

**Q: Do I need to wear my BWC in the jails or working at a courthouse?**

**A**: No, BWC's are not mandated in the jail facilities or courthouses. If you are testifying at the courthouse during shift hours you may wear your BWC.

**Q: Who is responsible for "tagging" BWC files with a case number?**

**A:** Detectives, supervisors, and/or professional staff are responsible for "tagging" BWC files with a case number prior to submission to the DA's office, dependent upon

established station procedure. Patrol deputies are not responsible for tagging case numbers for recorded BWC video.

**Q: How do you properly add metadata to a video using the Axon View application?**

**A:** In the "ID" text banner type the CAD event number including the "E" in the front. (i.e. E1234567). In the "Title" text banner type your last name. You may also include a citation number following your name in this text banner as needed. It is not mandatory to include the citation number. In the "Add Categories" dropdown list, choose the most appropriate category for your event.

**Q: How do you pair your cell phone to a BWC?**

1. Ensure that both WiFi and Bluetooth are turned on on your phone and not connected to any network or device
2. Turn OFF your BWC
3. Launch the Axon View Application on your phone (note: if you are trying to pair a pool camera to the application you will need to go to the information screen in the application and select "forget current camera").
4. Note the last three digits of the serial number for the BWC you wish to pair and turn on your BWC
5. Place the BWC in "pairing mode" by pressing and holding the function button and event button simultaneously until it beeps and vibrates. The lights on the top of the BWC will be blinking green.
6. Select the blue banner button on the Axon View application that reads "Initiate Pairing."
7. A screen will appear with your BWC serial number. Select your BWC serial number.
8. The next screen will ask you to configure the WiFi. Select "Continue."
9. A series of prompts will appear on the application. Respond with the following options in order:
     1. Select configure WiFi
     2. Press Allow
     3. Install
     4. Enter Passcode
     5. Install
     6. Done
     7. Open
     8. Allow
10. You have now paired your BWC to the Axon View application

**Q: What do I do if my BWC is not working correctly?**

**A:** If your BWC does not upload videos or charge when docked, ensure the BWC is turned off and completely seated in the dock. If the same issues are continuing, use a 'pool' BWC and notify the VAU by emailing VAU@sdsheriff.org . In the email please include your full name, ARJIS, cell phone, BWC serial number, any pertinent event numbers, and a brief description of the issue. A VAU member will respond either by phone or email with further instructions.

**Q: What do I do if I lose or break my BWC mount?**

**A:** Contact your station administrative sergeant/deputy to obtain a new mount.

**Q: Do I need to put BWC in the Special Studies Administrative tab in NetRMS?**

**A:** No. BWC has been removed from the Special Studies tab as an option. You no longer need to put anything in the special studies for BWC footage.

**Q: Where do I find the serial number for my camera for pairing?**

**A:** The serial number is located on the bottom of the camera, directly above the "upload status LED".

**Q: How do I make changes/corrections to "Tags" in Commander?**

**A:** In order to solve this issue, please follow these steps:

1. Select/highlight the videos(s) you wish to edit
2. Right-click on the video(s) and click Tag in the menu or click Tag at the bottom of the Results Pane
3. A window will appear with the current tags, double click on the tag you wish to change
4. A new window will appear with a tag drop down
5. Select the type of tag you would like to create (ie. NetRMS case number, MISC, etc.)
6. In the value section, you can type the associated number (i.e. case number or CAD incident number)
7. Click OK then Apply

***There is also an option to completely delete the tag by highlighting the tag you wish to be removed and selecting remove option in the tag window. You can then select add and add a completely new tag if desired.

**Q: How do I add metadata to a BWC video in Commander if I did not add metadata using a mobile device?**

**A:** Metadata is referred to as 'Tags' in the Commander software program. To add the Event number and a Category use the following procedure:

1. Select/highlight the videos(s) you wish to add metadata (Tags) to
2. Right-click on the video(s) and click Tag in the menu or click Tag at the bottom of the Results Pane
3. A window will appear with an option at the bottom right to 'Add'
4. Select 'Add'
5. A new window will appear with a tag drop down
6. Select the type of tag you would like to create (ie. Event Number or Category)
7. In the value section, you can type the associated number (i.e. CAD incident number)
8. Click Ok then Apply
9. If you selected a Category tag, the value section will include a dropdown list of the categories. You can select the desired category and click Ok then Apply.

Once you have added tags for the Event Number and the Category, use the following instructions to add a title (your last name):

1. Find the desired videos within the Commander program (A title can only be added to one video at a time)
2. Highlight the desired video
3. Right click on the video to display the menu
4. Select 'Properties' from the dropdown menu
5. In the 'Information' tab locate the 'Title' text field

6. Delete any information that may be in that field and enter your last name
7. Hit 'Apply' and then close the window

After the 'Title' has been changed, the video thumbnail may be displayed as a movie reel. Refresh the program by conducting another search. The thumbnail should now display the original image with your last name displayed beneath.

**Q: How do I add a "Title" with my last name to a video in Commander?**

**A:** In order to solve this issue, please follow these steps:

1. Find the desired videos within the Commander program (A title can only be added to one video at a time)
2. Highlight the desired video
3. Right click on the video to display the menu
4. Select 'Properties' from the dropdown menu
5. In the 'Information' tab locate the 'Title' text field
6. Delete any information that may be in that field and enter your last name
7. Hit 'Apply' and then close the window

After the 'Title' has been changed, the video thumbnail may be displayed as a movie reel. Refresh the program by conducting another search. The thumbnail should now display the original image with your last name displayed beneth.

**Q: I get an error message that says "Profile Installation Failed – Remove the profile "Axon Camera Wi-Fi Configuration before installing this profile.**

**A:** In order to solve this issue, please follow these steps:

1. First, power off your camera.
2. Then go to the settings area on your phone
3. Scroll down to General
4. Scroll down to where it says Profiles & Device Management
5. Click the Configuration Profile for "Axon Camera Wi-Fi Configuration"
6. Click Delete Profile and approve the deletion

Now go back through the normal pairing process and your phone should reinstall the correct profile and work as intended

**Q: The DA says they are unable to find shared BWC video by searching the case number. What is the problem?**

**A:** Recently, many DA's have been reporting they are unable to view BWC video which was shared. Here are some important points to keep in mind when sharing as well as step-by-step instructions.

- Tagging order matters- NetRMS case numbers must be tagged *and* applied separately and prior to sharing with the DA

- There is an option to add multiple tags at the same time; however, adding a NetRMS case number tag and Share to DA tag and applying them at the same time will result in video being shared to DA without any searchable NetRMS case number.

- After adding the NetRMS case number and selecting 'Ok' and then 'Apply', open the Tag box again and select 'Share to DA', click 'Ok' and then "Apply'

- Conducting these two tags separately and in this order will ensure they are shared with

| Tagging Case Numbers | Sending to the DA |
|---|---|
| 1. Select/highlight the file(s) you wish to tag with a Case Number<br>2. Right-click on the file and click **Tag** or click **Tag** at the bottom of the Results Pane<br>3. Click **Add**<br>4. In the Tag drop down select 'NetRMS Case Number'<br>5. In the **Value** box enter the case number<br>6. Click **OK** then **Apply**<br>7. **Then Close prior to adding any other tag**<br><br>*Tag files with a NetRMS case number prior to sending to the DA | 1. Select/highlight the file(s) you wish to send<br>2. Right-click on the file and click **Tag** or click **Tag** at the bottom of the Results Pane<br>3. Click **Add**<br>4. In the Tag drop-down select 'Share'<br>5. In the Value section select 'DA'<br>6. Click **OK** then **Apply**<br><br>* Once this tag is applied, copies of the videos will be sent to a "bucket" which the DA has access to and will search by Case Number |